

**CONTAINS REDACTED CUSTOMER INFORMATION  
PURSUANT TO 35-A M.R.S.A. § 704(5)**

STATE OF MAINE  
PUBLIC UTILITIES COMMISSION

Docket No. 2000-679

August 22, 2000

Appeal of Consumer Assistance  
Division Decision #2000-8562  
Regarding Central Maine Power  
Company

ORDER ON APPEAL

WELCH, Chairman; NUGENT and DIAMOND, Commissioners

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**I. SUMMARY**

In this Order we uphold the July 26, 2000 decision of the Consumer Assistance Division (CAD) regarding **[Customer's]** dispute with Central Maine Power Company, (CMP) and we decline to change the customer's present payment arrangement.

**II. BACKGROUND**

**[Customer]** established service at her present location in December 1999. At that time, CMP transferred an amount owed of \$1,270.76 from her previous location and required a \$300 deposit. CMP established a payment arrangement requiring payments of \$65 per month plus current monthly charges. According to CMP's records, CMP advised her to seek financial assistance from her local community action program.

Since that time, **[Customer]** made only four payments on the account and all checks were returned due to insufficient funds. As of July 2000, **[Customer]** had an account balance of \$4,485.01, with no payments being made on the account since it was established in December 1999. In addition, **[Customer]** did not apply for HEAP benefits in either 1999 or 2000. On June 20, 2000, **[Customer]** contacted CAD for assistance in renegotiating her payment arrangement to avoid disconnection.

On July 26, 2000, CAD issued its decision finding that the terms of the agreement established by CMP were reasonable and requiring **[Customer]** to pay the catch up amount of \$2,906.19 to avoid disconnection.

**III. DISCUSSION AND DECISION**

We find the original payment arrangement and the decision by CAD not to change its terms to be reasonable. Although we recognize **[Customer's]** difficult circumstances, the monthly payment schedule established by CMP was fair. Given the account balance and payment history, it is reasonable for CMP to demand payment of her past due amount. Therefore, we uphold CAD's July 26, 2000 decision and decline to investigate this matter further.

Dated at Augusta, Maine, this 22 day of August, 2000.

BY ORDER OF THE COMMISSION

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Dennis L. Keschl  
Administrative Director

COMMISSIONERS VOTING FOR:      Welch  
   Nugent  
   Diamond

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5 M.R.S.A. § 9061 requires the Public Utilities Commission to give each party to an adjudicatory proceeding written notice of the party's rights to review or appeal of its decision made at the conclusion of the adjudicatory proceeding. The methods of review or appeal of PUC decisions at the conclusion of an adjudicatory proceeding are as follows:

1. Reconsideration of the Commission's Order may be requested under Section 1004 of the Commission's Rules of Practice and Procedure (65-407 C.M.R.110) within 20 days of the date of the Order by filing a petition with the Commission stating the grounds upon which reconsideration is sought.
2. Appeal of a final decision of the Commission may be taken to the Law Court by filing, within 30 days of the date of the Order, a Notice of Appeal with the Administrative Director of the Commission, pursuant to 35-A M.R.S.A. § 1320(1)-(4) and the Maine Rules of Civil Procedure, Rule 73, et seq.
3. Additional court review of constitutional issues or issues involving the justness or reasonableness of rates may be had by the filing of an appeal with the Law Court, pursuant to 35-A M.R.S.A. § 1320(5).

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